

§ 12-10-306. Communications personnel

- (a) The staff and supervisors of the 911 public safety communications center and systems shall be:
- (1) Paid employees, either sworn officers or civilians, of the operating agency designated by the chief executive of the political subdivisions. Personnel other than law enforcement or fire officers will be considered public safety officers for the purposes of public safety communications;
  - (2) Required to submit to employment background investigations for security clearances prior to accessing files available through the Arkansas Crime Information Center if the center is charged with information service functions for criminal justice agencies of the political subdivision;
  - (3) Trained in operation of 911 system equipment and other training as necessary to operate a 911 public safety communications center;
  - (4) Subject to the authority of the chief executive through their agency; and
  - (5) (A) Required to immediately release without the consent or approval of any supervisor or other entity any information in their custody or control to a prosecuting attorney if requested by a subpoena issued by a prosecutor, grand jury, or any court for use in the prosecution or the investigation of any criminal or suspected criminal activity.  
  
(B) The staff or supervisor of a 911 public safety communications center, an operating agency, and the service supplier are not liable in any civil action as a result of complying with a subpoena as required in subdivision (a)(5)(A) of this section.
- (b) (1) In order to attract and retain professional communications personnel to supervise and operate 911 public safety communications centers and systems, staffing plans are recommended to be based on the level of service, population of the service area, and other duties of the center.
- (2) Compensatory and retirement plans and levels of supervision for 911 public safety communications centers employing personnel who are not sworn law enforcement personnel or firefighters are recommended to be comparable to public safety officers of similar levels of responsibility of the political subdivision.